

Scenario 1 – Thrift Savings Plan Pricing Error

Background/Problem:

Pricing errors do not happen often, but when they occur, they have a significant impact on the Thrift Savings Plan. Pricing errors can be caused by transmission issues, manual input, or large transaction errors that impact that day's price. Uncorrected errors also compound with each business day that passes.

Current Process/Environment:

Detailed analysis is performed within the recordkeeping system to determine all impacted participants and beneficiaries that had a fund balance greater than zero in the impacted fund(s) at the time of the error. Breakage at a Fund/Source level is then determined for each participant and beneficiary and provided to the FRTIB for review and approval. Breakage is then processed by the Special Processing Unit at a Fund/Source level into the G Fund. Breakage can become increasingly complicated if multiple business days have passed and participants/beneficiaries have processed transactions against their account.

Assumptions:

For the purposes of this Scenario, Offerors shall assume:

- Resources will be provided with the skills required (see resources table below) to pull detailed information from the Omni system and/or DB2 to complete this task.
- This task is a high priority. If emergency personnel are going to be utilized to prevent further impacts to daily operations, this shall be addressed. All labor resources, including hours, skill classifications, and loaded labor rates associated with this Scenario must be fully described in the table below.

Period of Performance:

The period of performance for this Scenario is October 1, 2013 through September 30, 2014.

Proposal Requirements:

For this Scenario, the Offeror shall outline a full project, addressing cost, schedule, and resources. The Offeror shall present their complete process and approach, including both technical and management and shall provide the necessary communications plan, risk management plan, and support required from the Government staff or other FRTIB support contractors.

The Offeror shall address assumptions, underlying rationale, and quantified efficiencies.

Required Contractor Resources:

The contractor shall be responsible for all work associated with the analysis and identification of impacted participants. The contractor shall calculate and provide detailed instructions for the correction to FRTIB for review and approval. Contractor shall be available during the correction process for any issues or questions requiring resolution.

Location:

All work shall be performed at the contractor's location.

[illegible]